

MassRelay CapTel FCC Complaint Report 6/1/2012 to 5/31/2013

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Completed	Rep. Initials
347673	8/5/2012 8:02 PM	CapTel	Service	N/A	Customer inquired on why there are so many typing errors and missed words on the CapTel 800.	CSR apologized for the customer's experience and explained that since the captionists use voice-recognition technology, sometimes the software sends out words that sound similar to the intended word. Explained that the CA will send out corrections as necessary. CSR noted that if the customer wishes to document the date, time and CA# of any future unsatisfactory calls this will allow us to take specific action with the CA captioning the call to offer additional coaching and monitoring for optimal performance.	8/8/2012 7:55 PM	Over 48 hours	ES
358115	9/22/2012 1:40 PM	CapTel	Billing	N/A	Customer reported receiving a very high rate on their phone bill.	Troubleshooting revealed that customer was registered incorrectly. CSR registered the customer correctly and took appropriate action.	9/22/2012 1:57 PM	Within 24 Hours	MB
366310	10/30/2012 11:49AM	Email	Service	N/A	Customer reported that he experiences errors in the captions on the CapTel 800.	CSR apologized for customer's experience and thanked her for her feedback. CSR also suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR sent a follow up letter of what to look for in regards to dropped characters in the words or wrong text.	10/31/2012 10:13AM	Within 24 Hours	ES
377771	12/21/2012 11:20AM	CapTel	Service	N/A	Customer stated that captions are periodically inaccurate.	CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.	12/26/2012 10:30AM	Over 48 hours	MP
401673	04/05/2013 12:54PM	CapTel	Service	N/A	Customer reported frequently seeing "Speaker Unclear" message during calls on their CapTel 800.	CSR explained to the customer that the reason they see Speaker Unclear during a captioned call and to let the other party know to speak clearly so that the captioning assistant can better caption the conversation.	04/05/2013 01:07PM	Within 24 Hours	ALo